

In re: Malcom B. Strandberg
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REMARKS

This supplements the amendment filed on January 21, 2003, and is in response to the office action mailed November 20, 2002.

Claims 1 and 10 were not properly amended in the January 21, 2003 amendment. These claims have now been properly amended pursuant to the rules along with a marked up version. The attached page is captioned "VERSION WITH MARKINGS TO SHOW CHANGES MADE." Claims 11-12 were cancelled without prejudice in the January 21, 2003 amendment. The pending claims are thus 1-6, 8-10, and 13-14. The remarks filed on January 21 detail why the presently amended and pending claims are allowable over the art of record. Allowance of these claims is respectfully requested.

The examiner is invited to telephone the undersigned, applicant's attorney of record, to facilitate advancement of the present application.

Respectfully submitted,

Malcom B. Strandberg

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VERSION WITH MARKINGS TO SHOW CHANGES MADE

In the Claims:

Claims 1 and 10 have been amended as follows:

1. (Thrice Amended) A system for providing a telephone call back to an inquiring party telephone connected to a telephone line that is being used to access a computer network, wherein said call back is made based upon a request transmitted over said computer network from a data terminal located at a remote location and connected to said computer network using said telephone line, said request including call back data including at least a telephone number of said telephone line, said system comprising:

a computer network interface, connected to said computer network, for interfacing with said computer network and receiving said request over said computer network, for identifying said call back data, and for storing said call back data including said telephone number of said telephone line in a call back file; and

an automated dialer system, responsive to said call back file, said automated dialer system including:

a call back campaign manager, for retrieving said telephone number of said telephone line stored in said call back file;

a call scheduler, responsive to said call back campaign

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manager, for scheduling said telephone number of said telephone line for immediate dialing;

a telephone number dialer, responsive to said call scheduler, for initiating dialing of said telephone number of said telephone line for immediate dialing, for monitoring a status of said telephone line, and for connecting an answered call between said inquiring party telephone and a telephone of an available agent coupled to said automated dialer system; and

a re-dial script, responsive to said call back campaign manager, for directing said telephone number dialer to immediately and continuously redial said telephone number each time said telephone number dialer detects a busy signal after dialing said telephone number.

10. (Thrice Amended) A method for providing a telephone call back to an inquiring party telephone connected to a telephone line that is being used to access a computer network, wherein said call back is made based upon a request transmitted over said computer network from a data terminal located at a remote location and connected to said computer network using said telephone line, said call back request including at least a telephone number of

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said telephone line, said method comprising the steps of:

receiving said call back request transmitted from said terminal at said remote location;

identifying said telephone number of said telephone line to be dialed;

placing said call telephone number into a call back file;

retrieving telephone number to be dialed from said call back file;

scheduling said telephone number for immediate dialing;

automatically dialing said telephone number scheduled for immediate dialing over a telephone line using an automated dialer system;

monitoring said telephone line to detect a busy signal;

immediately and continuously redialing said telephone number each time said busy signal is detected; and

connecting an answered call between said inquiring party telephone and a telephone of an available agent coupled to said automated dialer system.